



Inspection Report

Royal Day Care

**Unit 10
Cwrt Y Parc Earlswood Road
Cardiff
CF14 5GH**



Date Inspection Completed

23/04/2024

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About Royal Day Care

Type of care provided	Children's Day Care Full Day Care
Registered Provider	abc childcare services limited
Registered places	40
Language of the service	English
Previous Care Inspectorate Wales inspection	11 January 2023
Is this a Flying Start service?	No
Does this service promote Welsh language and culture?	This service does not provide an 'Active Offer' of the Welsh language and does not demonstrate a significant effort to promoting the use of the Welsh language and culture.

<u>Well-being</u>	Adequate
<u>Care and Development</u>	Adequate
<u>Environment</u>	Adequate
<u>Leadership and Management</u>	Poor

For further information on ratings, please see the end of this report

Summary

Children are happy, settled and can make decisions about how they spend their time at the setting. They are developing warm and positive relationships with their friends and staff. Routines and activities encourage children to develop, learn and enable them to follow their own interests.

Staff are kind and caring with the children. They engage positively with them, supporting their play and building their confidence. Staff follow suitable policies and procedures to promote children's health and safety. However, improvements are required to ensure children are kept safe and healthy.

The environment is safe, clean and secure. Leaders ensure most procedures are in place to maintain the safety of the environment. However, improvements are required to ensure all fire safety checks are being carried out, along with ensuring staff and children are familiar with the procedures to follow when evacuating the building in an emergency. Leaders provide a suitable range of toys and resources to encourage children to play and learn.

Leaders endeavour to provide a quality service. However, several areas require improvement to ensure they comply with regulatory requirements and meet the National Minimum Standards. Leaders have produced a suitable range of policies, procedures, and documentation although some need updating. Staff are happy at the setting and relationships with parents are good.

Well-being

Adequate

Most children are happy, settled and make decisions about how they spend their time. They choose from a range of suitable activities and toys on offer, following their own interests. For example, babies freely explore their play space choosing from a range of toys and follow their individual sleep and bottle-feeding routines. Most children of all ages express themselves confidently. They are generally listened to, which makes them feel valued and promotes their self-esteem. Older children were keen to talk about how they enjoy playing with the different toys, especially the dolls and making friends with the other children.

Children arrive at the setting happy to see staff and their friends. Children who are new to the setting are supported well by staff whilst they get to know the new environment. Most children have warm and positive relationships with their peers and staff at the setting. We saw children excitedly tell a member of staff about a bee they spotted in the outdoor play area. Children know the daily routines well, which helps them feel settled and at ease in their surroundings. For example, they confidently access their coats and shoes independently from their personalised lockers in readiness to go outside to play. Children behave and interact well for their ages and stages of development. They happily play alone or alongside their friends as they learn to share and work together. For example, children have fun when playing with the parachute, each holding a corner while they take turns to run underneath. There were a lot of giggles and excitement. Most children thoroughly enjoy their play and the activities on offer. They develop a good range of skills as they explore their play spaces, engrossed in their chosen activity. We saw a group of children building sophisticated structures with wooden blocks. They were visibly proud of their achievements, especially when photos were taken to celebrate their structures. Older children immerse themselves during their time at the setting, most choosing to play with computer games.

Children have adequate opportunities to develop their independence. They follow their own interests for extended periods of time which allows them to consolidate skills and make decisions. Children are beginning to do things for themselves, such as using the toilet independently and washing and drying their hands, while younger children do so with support. Children of all ages help to tidy away their toys at given times.

Care and Development

Adequate

The setting has a range of suitable policies and procedures in place to support staff to have a clear understanding of their roles and responsibilities. The settings safeguarding policy includes all the required details to inform staff of the procedures to follow regarding safeguarding matters. Staff understand their duty to report and record concerns. However, some staff we spoke to were not confident in the steps to take if they felt leaders were not taking the necessary steps following raising a concern. There are adequate procedures to record visitors and staffs' arrival and departure. However, records do not clearly identify which staff are working with which children at any given time. Records viewed identified children's times of arrival and departure at the setting are accurately recorded. However, records are not kept where children are transported by staff to and from the location. While no immediate action is required, this is an area for improvement, and we expect the provider to take action. Staff implement adequate procedures when recording and reviewing accident and incident records and when administering medication. However, not all the required details are captured fully in line with the settings policy.

Staff have an adequate understanding of how to keep children safe and healthy. The setting offers a range of healthy meals and snacks which are freshly prepared. Children have access to fresh drinking water in their playrooms to ensure they stay hydrated. Staff follow appropriate procedures when dealing with children with allergies, intolerances and preferences. They ensure mealtimes are relaxed, social and enjoyable. For example, during the inspection children and staff were having a special birthday tea party. Staff follow suitable hygiene practices in line with infection control guidance, such as wiping tables before children sit down to eat and wearing gloves and aprons when carrying out care routines such as when changing children's nappies. This helps to minimise the spread of germs and prevent cross infection. They encourage children to wash their hands before eating and after using the toilet, embedding good hygiene routines. Staff promote the benefits of children getting out into the fresh air, through regular access to the outdoor play environment.

Staff have warm relationships with the children. They treat them with care and respect, offering reassurance when needed. In general, staff act as good role models, setting clear boundaries and guide children towards the behaviour that is expected in line with the settings behaviour management policy. For example, during circle time, children are reminded of the rules such as to only run when outside. Staff frequently praise and encourage children.

In general, staff know the children well. They engage positively with them, supporting their play, building their confidence. Staff plan a fun range of activities that appeal to children's interests, along with seizing opportunities to promote children's learning. For example, they

set up a tray with soil and mini-beasts following the children's experiences from earlier in the day when they were exploring mini-beasts and insects in the outdoor play area.

Environment

Adequate

In general, leaders ensure the environment is safe, clean and secure. However, there are insufficient processes in place to ensure all required fire safety checks or maintenance requirements are completed. For example, we found a fire door had a glass panel missing which leaders had not addressed and fire drills are not carried out at regular periods. Therefore, leaders cannot be reassured that children and staff know the procedures to follow should they need to vacate the building in the event of an emergency. While no immediate action is required, this is an area for improvement, and we expect the provider to take action. There are an adequate range of written risk assessments in place which also include daily checks being completed for key areas such as the outdoor play area. However, these do not include all aspects of the setting or fully consider how to eliminate potential risks. For example, the risk assessment regarding the climbing frame in the outside area does not fully consider the impact of children falling from a height.

Leaders ensure resources and equipment are of good quality. Furniture is of a suitable size to meet the needs of the varying ages of children. The layout of the environment enables children to move freely within their designated playrooms. Toilet and nappy changing facilities are located within the playroom for younger children, promoting independence. Children of all ages eat their meals and snacks together in a communal dining area of the setting. Low-level highchairs assist babies to sit at the table, enabling all children to fully experience the social benefits of mealtimes. Sofas and soft furnishings provide older children a comfortable space should they wish to rest or have some quiet time during the day. Babies and younger children access sleep spaces which provide a calm atmosphere and staff closely monitor sleeping children.

Leaders ensure children can access resources easily, promoting their independence. These are appropriate for their age and stage of development and promote their curiosity, learning and enable them to follow their interests. Children are able to experience a wide range of play opportunities from the variety of good quality toys and resources available. For example, children's imaginative play is promoted via a collection of dressing up outfits and role play areas such as a play kitchen and a diner which has extensive supporting play resources. Older children are provided with a range of play opportunities through crafts, small building blocks and computer-based equipment to support their all round development.

The outside play space is of a suitable size. A fence around the outside space offers security and privacy for children when they play. A large climbing frame and slide offers children opportunities to promote their physical play. Play items such as hoops, balls and a ride along toy provides some choice. However, the toys and resources in this area are limited to meet the varying age ranges and numbers of children.

Leadership and Management

Poor

Leaders endeavour to provide a quality service and respond positively to recommendations for improvement. A statement of purpose provides parents with the relevant information about the setting, so they can make an informed choice. However, leaders do not always ensure staff hold the required qualifications, relevant training and experience in line with the National Minimum Standards or as outlined in the setting's statement of purpose. We found staff were not suitably deployed at all times to ensure the health, safety and well-being of the children. We have therefore, issued a priority action notice. The provider must take immediate action to address this issue.

Leaders have adopted many of their umbrella organisations devised policies, procedures and documentation, which they have begun to tailor to reflect the setting and support the running of the service. However, some of these require reviewing to ensure they reflect regulations, current practice and provide staff with clear instructions as to what is required of them. Leaders ensure documentation such as children's contracts are signed and exchanged with parents prior to the children starting at the setting. Agreements are sought from parents such as permission to administer emergency first aid.

Leaders are aware of their responsibilities to undertake self-evaluation procedures. They seek the views of parents, staff and other professionals. As part of the process, they produce a report identifying their findings and areas for improvement for the coming year. There is a commitment to holding regular team meetings which have recently become formalised. Key information is shared with staff and records are maintained. Leaders follow suitable recruitment procedures. Staff have up to date job descriptions and contracts defining their roles and responsibilities. However, records viewed identified that not all suitability checks are completed fully prior to staff starting their employment at the setting. Some staff have undertaken a suitable induction process. However, leaders do not ensure all staff have regular supervision and undertake an annual appraisal to ensure consistent working practices, professional development and to identify training needs. While no immediate action is required, this is an area for improvement, and we expect the provider to take action. Staff we spoke to told us they enjoy working at the setting.

Parents we spoke with were highly complementary about the setting. They told us all staff are very approachable and supportive and their children are very happy attending the setting. Leaders are very quick to respond to any queries and are always very accommodating to meet theirs and their children's individual needs.

Summary of Non-Compliance

Status	What each means
New	This non-compliance was identified at this inspection.
Reviewed	Compliance was reviewed at this inspection and was not achieved. The target date for compliance is in the future and will be tested at next inspection.
Not Achieved	Compliance was tested at this inspection and was not achieved.
Achieved	Compliance was tested at this inspection and was achieved.

We respond to non-compliance with regulations where poor outcomes for people, and / or risk to people's well-being are identified by issuing Priority Action Notice (s).

The provider must take immediate steps to address this and make improvements. Where providers fail to take priority action by the target date we may escalate the matter to an Improvement and Enforcement Panel.

Priority Action Notice(s)

Regulation	Summary	Status
27	The responsible individual must have regard to their statement of purpose, ensure staff hold the required qualifications, relevant training, experience and are suitably deployed at all times to maintain the health, safety and well-being of the children.	New

Where we find non-compliance with regulations but no immediate or significant risk for people using the service is identified we highlight these as Areas for Improvement.

We expect the provider to take action to rectify this and we will follow this up at the next inspection. Where the provider has failed to make the necessary improvements we will escalate the matter by issuing a Priority Action Notice.

Area(s) for Improvement		
Regulation	Summary	Status
38	The responsible individual must ensure all fire prevention equipment is regularly tested and that staff and children are familiar with the procedures to follow in the event of an emergency when evacuating the setting.	New
30	The responsible individual must ensure records such as children's time of arrival and departure are accurately recorded and evidence which staff are working with which children at any given time.	New
29	The responsible individual must ensure all staff have regular supervision and undertake an annual appraisal to ensure consistent working practices, professional development and to identify training needs.	New

Where we find the provider is not meeting the National Minimum Standards for Regulated Child Care but there is no immediate or significant risk for people using the service, we highlight these as Recommendations to Meet National Minimum Standards.

We expect the provider to take action to address these and we will follow these up at the next inspection.

National Minimum Standards	
Standard	Recommendation(s)
Standard 20 - Child protection	Ensure all staff are confident in the procedures to follow in line with the settings Safeguarding policy.
Standard 11 - Medication	Ensure all medication forms capture the required details fully in line with the settings policy.
Standard 23 - Equipment	Ensure there are sufficient toys and play materials available in the outside play area to support children's play experiences.
Standard 24 - Safety	Ensure risk assessments are robust and consider all aspects of the setting.
Standard 13 (Day Care) - Suitable Person	Ensure all required suitability checks are completed fully prior to staff starting their employment at the setting.

Where we think it helpful, we may make best practice recommendations. These are to encourage settings that are doing well to become even better at helping children thrive.

Best Practice
Recommendation(s)
Ensure policies and procedures capture all the required details in line with regulations, guidance and reflect the practices at the setting.

Ratings	What the ratings mean
Excellent	These are services which are committed to ongoing improvement with many strengths, including significant examples of sector leading practice and innovation. These services deliver high quality care and support and are able to demonstrate that they make a strong contribution to improving children’s well-being.
Good	These are services with strengths and no important areas requiring significant improvement. They consistently exceed basic requirements, delivering positive outcomes for children and actively promote their well-being.
Adequate	These are services where strengths outweigh areas for improvement. They are safe and meet basic requirements but improvements are required to promote well-being and improve outcomes for children.
Poor	These are services where important areas for improvement outweigh strengths and there are significant examples of non-compliance that impact negatively on children’s well-being. Where services are poor we will take enforcement action and issue a non-compliance notice.

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